



## Spring 2025

### Welcome to the Spring Castle Partnership Newsletter!

In this edition we will let you know about what's been happening at Castle Partnership, introduce some of the people that work with us and invite you to get involved by joining our Patient Participation Groups (PPG).



December saw the first Team Castle Award Ceremony, hosted by Dunston Hall. We celebrated our Team achievement across 2024 and some of our team members won individual awards in recognition of their dedication across the year.

Outstanding Patient Care – Ann Minter (Health Care Assistant)

Team Player – Gabriella King (Nursing Associate)

Innovation in Practice – Laura Soanes (Operations Manager)

Exemplary Leadership – Danielle Davis (Patient Services Manager)

Best administrative support – Tracy Wright (Operations Lead)

Health Promotion Champion – Emma Edwards (Social Prescriber & Care Coordinator Lead) and Ella Tungate (Patient Services Coordinator)

Rising Star – Cina-Marie Russen (Patient Services Coordinator)

Compassionate Care – Polly Rayner (Practice Nurse) and Tessa Essex (Health Care Assistant)

Behind the Scenes Hero – Annette Lake (Data Reports Controller)

Partners Choice of the Year – Laura Soanes (Operations Manager)

Partner of the Year – Dr Mithra Prabhu (GP Partner)



## Appointments: Help Us to Help You!



Have you ever wondered why we ask your reason for requesting an appointment? It's not just because we are nosy or want to know your business!

The reason we ask is because it's not always necessary for you to see a doctor. Our Patient Services team are trained to book appointments with different clinicians, potentially getting you seen much quicker and by the best person to deal with your problem. You may be seen by:

- ✓ Our nursing team or nurse practitioners
- ✓ A healthcare assistant
- ✓ A clinical pharmacist
- ✓ A physiotherapist
- ✓ A mental health practitioner
- ✓ General practitioner (GP)
- ✓ Phlebotomist
- ✓ Nursing associates
- ✓ Paramedics
- ✓ Social prescribers

So next time you are asked the question, please help us by giving a brief description. Don't forget, if you are in the surgery and would prefer your discussions to be confidential, you can ask to speak to the Patient Services team in private, or you can write it down.

Remember too that if you are not contacting us for something urgent you may wish to call when the phone lines are a bit quieter: they are always at their busiest first thing in the morning, so why not try calling in the afternoon if you can wait for a few hours? Or, you can contact us via the website 24 hours a day, 7 days per week.

### MYTHBUSTERS...

- ✓ **Did you know that we don't close for lunch? All three surgeries are open from 8am to 6pm, Monday to Friday and some Saturdays.**
- ✓ **The website is open 24 hours per day, 7 days a week for you to submit queries.**



✓ The average wait on the phone is under 2 minutes.

## Tuckswood Surgery

Tuckswood surgery will be closed from Monday 14<sup>th</sup> April, reopening after the bank holiday on Tuesday 22<sup>nd</sup> April.

This is for essential works to be carried out to ensure we are compliant with all relevant regulations and able to provide the very best care to our patients and employees.



During this time, you can still contact the practice in the same way, via telephone or website, but if you need to be seen you will be asked to visit Mile End Road or Gurney Surgery. We will still be able to conduct home visits as necessary.

If you normally drop in your repeat medication request in person to Tuckswood, please do so before that date, or drop the slip off at Mile End Road.

## Take-a-Test

We are currently participating in the Take-a-Test Virology surveillance scheme. The scheme is used to measure the effectiveness of flu and covid vaccines and to monitor the spread of Flu, Covid and other respiratory illnesses across the UK.

If you are experiencing any of the symptoms below, you can visit our reception team for a swab kit:



cough



runny nose



sore throat



sneezing



increased sweating

Test kits can also be requested online for home delivery at [Takeatestuk.com](https://www.takeatestuk.com) using voucher code D82011 – you will require your NHS number as well.



## NHS Health Check

If you are aged 40 to 74 and do not have a pre-existing health condition, you may be eligible for an NHS health check.

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as:

- Heart disease
- Diabetes
- Kidney disease
- Stroke

Contact the surgery to see if you are eligible and get booked in.



## Missed Appointments



Each month we offer on average **9000** appointments across the three surgeries, on average **300** of these appointments are wasted as people fail to attend, or do not contact us to cancel.

**\*\*You can easily cancel your appointment by respond to your confirmation text, by calling and choosing option 1, by contacting us via the website or by popping into Reception. \*\***



## Meet the Team

In each edition we aim to highlight the role of one of our team at Castle Partnership. This time, it's the turn of Steven McCoy, who is one of our First Contact Practitioner (FCP) Physiotherapists.



As a FCP Physiotherapist, my role is to assess, diagnose and make a plan to help patients with their musculoskeletal (MSK) conditions. These include soft tissue injuries, sprains or sports injuries, arthritis, problems with muscles, ligaments, tendons or bones, e.g. tennis elbow, carpal tunnel syndrome, ankle sprains, spinal problems including lower back, mid-back and neck pain, spinal related pain in arms or legs including nerve symptoms, e.g. pins and needles or numbness, post-orthopaedic and acute (new or severe) or chronic (long-standing) musculoskeletal issues.

I enjoy being able to help people by providing reassurance with a diagnosis and plan.

Otherwise, I try to maintain a healthy work/life balance for myself, both in the gym and by getting outdoors exploring new scenery, whether that is on foot or on 2 wheels.





## Patient Participation Group

At Castle Partnership we are committed to engaging with patients, carers and relatives to enhance the care we provide. Our Patient Participation Groups (PPGs) are led by the Business Manager and Operations Manager.

We have two small but enthusiastic PPGs: one for Tuckswood and Mile End Road Surgeries, and one for Gurney Surgery.

Our PPGs meet six times per year and the meetings provide an opportunity for patients, healthcare professionals and practice staff to come together to share experiences and promote conversations that improve the delivery of care for everyone.

If you are interested in finding out more, please drop us an email:

[nwicb.castle.partnership@nhs.net](mailto:nwicb.castle.partnership@nhs.net) or speak to a member of our reception team.

## Friends & Family Test

If you have visited the surgery recently you may have been sent a text message asking how you rate our service, in the last 6 months we received 32974 responses.

**97% rated us as good or very good**

We are extremely pleased with the results and have also received some fantastic comments. **All** feedback, including any constructive criticism, gives us an opportunity to look at what we are doing well, but also allows us to look at the areas you feel we can do better and address them.

In future editions we will tell you what we have done in response to some of the feedback, so please do take a couple of minutes to respond if you receive an invitation.

### This is what you've said:

*'Very responsive service and excellent GP visit and service'*

*'Kind and thorough staff'*

*'I feel genuinely cared for when I visit the practice and interact with the staff who are very supportive and respectful.'*

*'Since joining the Castle Partnership a few years ago my wife and I have been very impressed, excellent reception staff, helpful and friendly, the Doctors and nurses very much the same and my recent visit to see a nurse also excellent. It's nice to feel relaxed in the surgery having the confidence that you are being seen to, well and fairly but also knowing the pressure that these services are under, thank you.'*

*'I have been a patient for many years and I have received first class care .Everyone in the team has been excellent'*

*'I have been at this practice since I was born. The staff are very polite and courteous'*



## Prescriptions

Prescriptions can take up to two working days to be processed by the surgery, so please bear this in mind when requesting medication, particularly around Bank Holidays.

Remember too that when we have issued the prescription to the pharmacy, we have no control over how long it will take for the items to be ready for collection: you will need to check this with the pharmacy itself.

## Are you up to date?

Up to date information is essential in keeping patients safe, so remember to let us know if you change address, telephone number, email address or next of kin details. Please speak to one of our Patient Services team if you need to update the information, we hold about you.

Let us know what you think of the newsletter, and if there's something you'd particularly like to know more about, please drop us a line at [nwicb.castle.partnership@nhs.net](mailto:nwicb.castle.partnership@nhs.net) and add "Newsletter" to the subject line. We'd love to hear from you, and you may even see your suggestion in a future edition.

Helpful Information	
Mile End Road Surgery	29 Mile End Road Norwich NR4 7QX Tel: 01603 442200
Tuckswood Surgery	Hall Road Norwich NR4 6NE Tel: 01603 447700
Gurney Surgery	40 Fishergate Norwich NR3 4SE Tel: 01603 448800
Website	<a href="http://www.castle-partnership.co.uk">www.castle-partnership.co.uk</a>
Out of Hours Number	01603 481278
Help when we are closed	<a href="#">Get help for your symptoms - NHS 111</a> or Phone 111The online service is for people aged 5 and over: call 111 if you need help for a child under 5.Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.
Home Visits	If you are too ill to travel to the surgery you can request a home visit. If possible, please contact the surgery before 11am to request a visit.